

Frimley System Report

1. Meeting our statutory requirements

1.1 System performance

The Frimley system continues to experience high levels of demand for services across all NHS providers and our local authority partners. A number of actions are being taken to identify and implement plans that will help maintain and improve patient experience and flow, and enable our hospitals (acute, community and mental health) to best support those with urgent and emergency needs and continue to reduce our waiting lists. This pressure is affecting both adult and children's services. The redesign of our care model is aimed at both creating improvements for this winter and longer term system sustainability and the new hospital programme (Frimley Hospital replacement).

- During the summer the system has launched a programme of work to ensure we are allocating the resources we do have to gain the most benefit for our patients and populations (allocative efficiency)
- A Clinical summit was held in July to support our UEC (urgent and emergency care) improvement work/strategy delivery
- The system continues to develop its virtual hospital approach and use our population health management capabilities to identify patients most at risk and requiring support (patient segmentation)
- There is a continued focus on strengthening the alternatives to GP/hospital services and the system has high use of the Pharmacy First programme
- Specialty level redesign work is focused on our current outpatient services and reducing elective and diagnostic waiting lists
- There is a link between the care model redesign work and the ambitions of the BCF/adult social care discharge fund to prevent ill health, support more people closer to home and ensure people are in hospital no longer than necessary. We continue to work closely with all our local authority and voluntary sector partners to focus on prevention, admission avoidance and discharge schemes through our BCF work.

Progress is being made in reducing waiting times for surgery and diagnostics and waiting times in our Emergency Departments (ED) improved in August after a challenging period in June and July.

The ICB is continuing to monitor the impact of the GP collective action and works closely with practices to monitor the claes and nature of any of the 10 measures that practices implement. All practices continue to fulfil their contractual obligations and keeping services safe for patients.

2. Delivering our Plans

2.1 Financial

Delivery of our 2024/25 plans within the resources available continues to be a focus for joint effort. The system remains on track to meet its agreed financial plan by the end of the year (£25m deficit) but this relies on a step change in efficiency delivery from November onwards and includes a level of risk.

2.2 ICB running costs and operating model programme

The ICB is in the final stages of moving people to its new Operating Model in line with the NHS England requirement for all ICBs to reduce their running costs by 30% by 2025/26. The new place-based model has retained a 5 place construct (including BCF and Integration roles to directly support our interface into Surrey) with support from other ICB teams including portfolios that support Children and Young People and Mental Health, Learning Disabilities and Autism.

2.3 Strategic ambitions

The highlight this month has been the launch of our “Work Well” programme (DWP pilot). Frimley ICS has been chosen as one of 15 pilot sites which will receive significant funding over the next two years to support local residents get back into employment, where poor health has been an inhibitor to doing so. The Frimley pilot is focusing on connecting people to local support services including physiotherapy and counselling so they can get the tailored help they need to stay in or return to work. Participants do not need to be claiming any Government benefits and will receive personalised support from a Work and Health Coach to understand their current health and social barriers to work and draw up a plan to help them overcome them. Frimley ICS is working with partners in statutory bodies and the VCSE to establish a programme which recognises the central role of the community and the importance of sustainable employment as a wider determinant of health outcomes. Links have been established with the Heartlands pilot which has a strong employer focus so the Surrey population can benefit from both pilots.

The Frimley ICP (Integrated Care Partnership) meeting on the 18th September will be focusing on how it works going forward (responding the survey results received over the summer) and a workshop session on “Developing an anti-racism Alliance” across the system.

3. Supporting our People

3.1 Civil Unrest

The ICB has been supporting its workforce during the civil unrest and recent acts of violence. The focus continues to be on collaboration not division and celebrating the rich diversity of our workforce and wider community. The ICB has a “zero tolerance” approach and statement. Zero Tolerance means we will never ignore, tolerate or condone discrimination, bullying, harassment, abuse or victimisation of any kind in any form.

3.2 Know your numbers week (2nd-5th September)

The week of 2 – 8 September was Know Your Numbers Week, and as an organisation we’ve been promoting to staff the importance of knowing what their blood pressure is.

High blood pressure is known as ‘the silent killer’ as it often has no symptoms. Left untreated, it can lead to a range of health conditions which can be life-changing, or worse. These include heart attack, stroke, heart disease, kidney disease, dementia and more.

3.2 World Suicide Prevention Day (10th September)

The ICB has been raising the awareness about the importance of reducing stigma and encouraging open conversations to prevent suicides. This World Suicide Prevention day hopes to create a shift from a culture of silence and a lack of understanding to one of openness, empathy, and support. To make a difference we need to talk more openly about suicidal thoughts and remember that talking about suicidal thoughts does not increase their presence or occurrence.

Staff have been encouraged to put aside 20 minutes of their time to complete this [suicide awareness training provided free by Zero Suicide Alliance](#). Or read more about how to start a conversation on the [Samaritans website](#)

3.3 New CEO Frimley Health NHS Foundation Trust

Frimley Health NHS Foundation Trust has welcomed its new chief executive, Lance McCarthy as he joined the organisation, following his appointment earlier in the year.

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